



(11) (21) (C) **2,226,093**

(22) 1998/01/05

(43) 1998/07/28

(45) 2000/09/05

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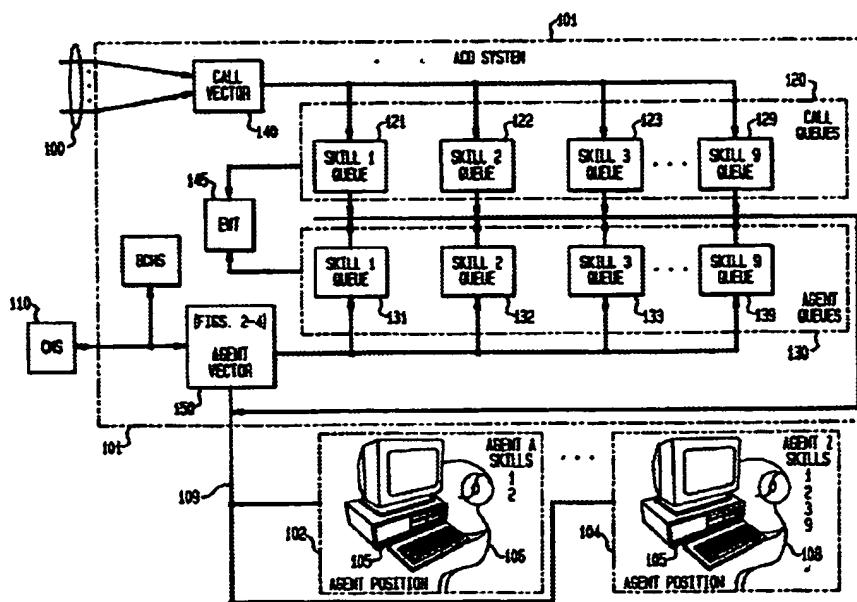
(73) LUCENT TECHNOLOGIES INC., US

(51) Int.Cl. ⁶ H04Q 3/64, H04Q 3/00

(30) 1997/01/28 (08/790,010) US

(54) CHANGEMENT DYNAMIQUE AUTOMATIQUE DES
AFFECTATIONS DES AGENTS EN CE QUI CONCERNE LE
TRAITEMENT DES APPELS

(54) AUTOMATIC DYNAMIC CHANGING OF AGENTS' CALL
HANDLING ASSIGNMENTS



(57) Un vecteur agent (150) contrôle (402, 404) des paramètres de performance sélectionnés d'un centre téléphonique (FIG. 1) – p. ex. durée du service, temps d'attente, volumes d'appel, taux d'appels abandonnés, avantages associés à l'affectation d'agents différents au

(57) An agent vector (150) monitors (402, 404) selected performance parameters of a call center (FIG. 1) -- such as service times, in-queue times, call volumes, call abandonment rates, benefits derived from having different agents handle calls requiring different skills,





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traitement d'appels exigeant des aptitudes différentes, proportions des tâches des agents consistant à traiter des appels exigeant des aptitudes différentes, etc. -- et adaptation automatique (412-422) des affectations des agents relatives au traitement des appels -- p. ex., en changeant les aptitudes associées à l'affectation d'un agent ou les priorités relatives (niveau d'expertise) de ces aptitudes -- afin d'optimiser (406) un objectif prédefini. L'objectif consiste en une caractéristique de performance sélectionnée du centre téléphonique -- p. ex. les avantages globaux (B) qu'offrent au centre téléphonique certains des agents (a) chargés de traiter les appels exigeant des aptitudes individuelles (s).

proportions of work spent by agents on handling calls requiring different skills, etc. -- and automatically adjusts (412-422) agents' call-handling assignments -- for example, by changing the skills to which an agent is assigned (logged into) or by changing the relative priorities (levels of expertise) of the agent's skills -- in order to optimize (406) a predefined objective. The objective is a selected performance characteristic of the call center -- for example, the total benefit (B) to the call center of individual ones of the agents (a) handling calls requiring individual agent skills (s).





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Application No. : 2,331,595
Owner : AVAYA TECHNOLOGY CORP.
Title : CALL MANAGEMENT SYSTEM USING DYNAMIC QUEUE POSITION
Classification : H04Q-3/64
Your File No. : 46004
Examiner : P. Chan

IN ACCORDANCE WITH SUBSECTION 30(2) OF THE PATENT RULES, YOU ARE HEREBY NOTIFIED OF A REQUISITION BY THE EXAMINER. IN ORDER TO AVOID ABANDONMENT UNDER PARAGRAPH 73(1)(A) OF THE PATENT ACT, A WRITTEN REPLY MUST BE RECEIVED WITHIN 6 MONTHS AFTER THE ABOVE DATE.

This application has been examined as originally filed.

The number of claims in this application is 20.

A search of the prior art has revealed the following:

Reference Applied:

Canadian Patent

2,226,093 July 28, 1998 Tonisson

Tonisson discloses an automatic call distribution (CAD) system that monitors the call centre's performance parameters such as call service times or call in-queue waiting times and automatically adjusts agents' call-handling assignments.

Claims 1-20 do not comply with Section 28.3 of the Patent Act. The subject matter of these claims would have been obvious on the claim date to a person skilled in the art or science to which they pertain having regard to Tonisson. It is obvious to replace a priority value with a service objective value for each new incoming call and to position it in the queue according to its service objective value.

Canada

OPI C I P O

Claims 3-6 are indefinite and do not comply with Subsection 27(4) of the Patent Act. The expression "an estimated time in queue" (claim 3, lines 4-5; claims 4-6, lines 3-4) is indefinite in that it is not clear whether it is the same or different estimated time in queue.

Under Section 29 of the Patent Rules, applicant is requisitioned to provide an identification of any prior art cited in respect of the corresponding United States and European Patent Office applications and the patent numbers, if granted. Amendment to avoid references cited abroad may expedite the prosecution.

In view of the foregoing defects, the applicant is requisitioned to amend the application in order to comply with the Patent Act and the Patent Rules.

Under Section 34 of the Patent Rules, any amendment made in response to this requisition must be accompanied by a statement explaining the nature thereof, and how it overcomes each of the above objections.

P. Chan
Examiner
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